

Come work at CDSS where . . .



People come First!

Are you looking to make a difference?

This is not just a job, it is the opportunity to be rewarded for positively impacting and protecting our most precious and vulnerable resource; abused and neglected children. The Case Management System Support Branch is currently seeking to fill one Associate Governmental Program Analyst/Staff Services Analyst position within our Program Policy Unit.

Associate Governmental Program Analyst/Staff Services Analyst

EMPLOYMENT OPPORTUNITY

This position works within a small team of professionals who are collectively responsible for providing consultation for all major program policy changes affecting Child Welfare Services/Case management System (CWS/CMS). This includes: identifying CWS/CMS issues and change requests for policy review; program requirements validation so that modifications to the CWS/CMS appropriately support CDSS programs and policies; performs legislative analysis for impact on CWS/CMS and CWS programs; responsible for data management policy issues, including Adoption and Foster Care Analysis and Reporting System (AFCARS); ad hoc queries on CWS/CMS, and other outcome and indicator reports.

Our database, the CWS/CMS is one of the largest windows-based systems in the world. Although we interact with the multiple stakeholders of the system, we are not a technical IT shop. As an analyst in our family, you will be part of a dedicated team that shuns conventional wisdom and enjoys operating outside the box. Our goal is not to count the numbers of meetings we attend, but to make meetings we attend, count. The management team believes that the capstone to effective program administration is the environment in which we work. We believe that creating a work environment that supports the growth and development of employees and recognizes each individual is the key to our long-term success. Necessary Qualifications: Excellent PC skills; Excel and MS Word, flexibility in a fast-paced environment, the ability to multi-task/prioritize, the motivation to "Own the Job" and the confidence to act independently. Proven analytical skills are a must as well as; experience in procurements, contracts, and knowledge of county business practices.

Our Department is centrally located in a newly renovated downtown Sacramento high-rise. We are close to restaurants, have an on-site ATM machine, full-time security, close to Light-Rail/bus stops, and the Downtown Plaza. Future benefits include an on-site day care center, restaurant, and a fitness center with shower facilities (free to employees). Please review the duty statement below to learn more about this challenging and fulfilling opportunity! Only the most qualified candidates will be interviewed.

Final File Date: Until Filled

If you are interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

Contact Information: Kevin Outlaw
(916) 651-7884
Kevin.Outlaw@dss.ca.gov

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
DUTY STATEMENT
ASSOCIATE GOVERNMENTAL PROGRAM ANALYST
CASE MANAGEMENT SYSTEM SUPPORT BRANCH
Program Policy Unit

MISSION OF ORGANIZATIONAL UNIT

The mission of the Program Policy Unit is to provide consultation for all major program policy changes affecting Child Welfare Services/Case Management System (CWS/CMS). The CWS/CMS is California's statewide reporting system tracking Foster care and Adoption services provided to children at risk of abuse and neglect. The Unit identifies CWS/CMS issues and change requests for policy review. The unit works on program requirements validation so that modifications to the CWS/CMS appropriately support the California Department of Social Services (CDSS) programs and policies. The unit also performs legislative analysis for impact on CWS/CMS and Child Welfare Services (CWS) programs. The Program Policy Unit is responsible for data management policy issues, including Adoption and Foster Care Analysis and Reporting System (AFCARS), ad hoc queries on CWS/CMS, and other outcome and indicator reports.

CONCEPT OF POSITION

Under the direction of a Staff Services Manager I (SSM I) or the Bureau Chief, the Associate Governmental Program Analyst (AGPA) in the Program Policy Unit of the Case Management System Support Branch performs a variety of complex research, analytical, writing and consultative assignments pertinent to CWS programs and policies in support of the automated CWS/CMS.

RESPONSIBILITIES OF POSITION

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| 30% | Coordinates efforts by CDSS CWS staff to resolve program policy questions asked by the governance committees, counties, the vendor, and the Office of Technology Services (OTech) when necessary in the continuing operation of CWS/CMS. Interact with the Office of Systems Integration (OSI) who provides oversight of the system vendor, IBM Global Services. Disseminates information and provides consultation to appropriate parties. |
| 30% | Acts as resource and point of contact for state and county CWS staff, other state departments, private vendors, and other stakeholders on program/policy issues pertaining to the continuing development and operation of CWS/CMS. Assist departmental staff in developing familiarity and expertise with CWS/CMS. |
| 15% | Supports and participates in various committees and workgroups in support of the CWS/CMS Governance Structure. Including the CWS/CMS Oversight Committee and other program and technology advisory committees. Represents CDSS at appropriate workgroup, subgroup, and regional county governance meetings. |

- 10% Prepares legislative analyses and proposals affecting CWS/CMS. Prepares reports and appropriate written correspondence relating to a variety of complex CWS/CMS program issues and policy determinations.
- 10% Provides administrative support for program-related activities, including but not limited to budget change proposals, personnel actions, and contracts.
- 5% Other duties as assigned.

SUPERVISION RECEIVED

The AGPA works independently receiving general instructions from the SSM I or the Bureau Chief. Progress and status reports are made frequently and final products are reviewed for completeness and accuracy.

SUPERVISION EXERCISED

No direct supervisory responsibility. The AGPA may act as team leader on specific assignments or in the absence of the SSM I or the Bureau Chief.

ADMINISTRATIVE RESPONSIBILITY

No direct administrative responsibility. The AGPA may assist with administrative assignments.

PERSONAL CONTACTS

The AGPA has frequent contact with other Department staff, county child welfare and adoption agencies, OSI, OTech, and private vendors, among others. The AGPA may also represent the Project and the Department at intra- and interdepartmental meetings, multi-agency committees and workgroups.

ACTIONS AND CONSEQUENCES

The AGPA exercises professional judgment in analyzing child welfare issues, legislation, statutes and regulations, and making recommendations regarding program policy, performance and service delivery as they relate to the continuing development and operation of CWS/CMS. Faulty analysis, ineffective communication or coordination and inaccurate information may result in unnecessary costs and reductions in service delivery.

OTHER INFORMATION

Strong analytical writing, interpersonal and communication skills are required. A desire to work in and develop knowledge and expertise in the field of child and family services, adoption programs, and social work practice is essential. . Limited travel may be required.

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
DUTY STATEMENT
STAFF SERVICES ANALYST
CASE MANAGEMENT SYSTEM SUPPORT BRANCH
Program Policy Unit

MISSION OF ORGANIZATIONAL UNIT

The mission of the Program Policy Unit is to provide consultation for all major program policy changes affecting Child Welfare Services/Case Management System (CWS/CMS). The CWS/CMS is California's statewide reporting system tracking Foster care and Adoption services provided to children at risk of abuse and neglect. The Unit identifies CWS/CMS issues and change requests for policy review. The unit works on program requirements validation so that modifications to the CWS/CMS appropriately support the California Department of Social Services (CDSS) programs and policies. The unit also performs legislative analysis for impact on CWS/CMS and Child Welfare Services (CWS) programs. Furthermore, the Program Policy Unit is responsible for data management policy issues, including Adoption and Foster Care Analysis and Reporting System (AFCARS), ad hoc queries on CWS/CMS, and other outcome and indicator reports.

CONCEPT OF POSITION

Under the direction of a Staff Services Manager I (SSM I) or the Bureau Chief, the Staff Services Analyst (SSA) in the Program Policy Unit of the Case Management System Support Branch assists in performing a variety of research, analytical and consultative assignments pertinent to CWS programs and policies in support of the automated CWS/CMS. Through training, growth opportunities, and on-the-job development, the SSA gains skills and knowledge in the performance of these duties.

RESPONSIBILITIES OF POSITION

- 30% Assists in coordinating efforts by CDSS CWS staff to resolve program policy questions asked by the governance committees, counties, the vendor, and the Office of Technology Services (OTech) when necessary in the continuing operation of CWS/CMS. Interact with the Office of Systems Integration (OSI) who provides oversight of the system vendor, IBM Global Services. Disseminates information and assists with consultation to appropriate parties.

- 30% Acts as resource and point of contact for state and county CWS staff, other state departments, private vendors, and other stakeholders on program/policy issues pertaining to the continuing development and operation of CWS/CMS. Assist departmental staff in developing familiarity and expertise with CWS/CMS.

- 15% Supports and participates in various committees and workgroups in support of the CWS/CMS Governance Structure. Including the CWS/CMS Oversight Committee and other program and technology advisory committees. Represents CDSS at appropriate workgroup, subgroup, and regional county governance meetings.

- 10% Assist with preparing legislative analyses and proposals affecting CWS/CMS. Assist with preparing reports and appropriate written correspondence relating to a variety of CWS/CMS program issues and policy determinations.
- 10% Provides administrative support for program-related activities, including but not limited to, budget change proposals, personnel actions, and contracts.
- 5% Other duties as assigned.

SUPERVISION RECEIVED

The SSA receives general instructions from the SSM I or Bureau Chief. Progress and status reports are made frequently and final products are reviewed for completeness and accuracy.

SUPERVISION EXERCISED

No direct supervisory responsibility.

ADMINISTRATIVE RESPONSIBILITY

No direct administrative responsibility. The SSA may assist with administrative assignments.

PERSONAL CONTACTS

The SSA has frequent contact with other department staff, county child welfare and adoption agencies, OSI, OTech, and private vendors, among others. The SSA will contribute to the development of information that represents the Project and the Department at intra- and interdepartmental meetings, multi-agency committees and workgroups.

ACTIONS AND CONSEQUENCES

The SSA exercises professional judgment in analyzing child welfare issues, legislation, statutes and regulations, and making recommendations regarding program policy, performance and service delivery as they relate to the continuing development and operation of CWS/CMS. Faulty analysis, ineffective communication or coordination and inaccurate information may result in unnecessary costs and reductions in service delivery.

OTHER INFORMATION

Strong analytical writing, interpersonal and communication skills are required. A desire to work in and develop knowledge and expertise in the field of child and family services, adoption programs, and social work practice is essential. . Limited travel may be required.